Fostering Ukrainian Students' Satisfaction wIth University: Suggestions for Improving Ukrainian Students' Satisfaction with the University Experience Through Support and Engagement

LESSON 4

ACTIVE LISTENING STRATEGIES FOR TUTORS: CREATING FEEDBACK LOOPS THAT TRULY WORK

POWER OF KNOWLEDGE

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Perceptions of Inclusion, well-being and Identiflcation with the European Union in Ukrainian university students

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Why Communication Matters in Academic Support

- Effective communication builds trust
- Students feel seen and heard
- Misunderstandings are reduced
- Academic support becomes more meaningful

What Is Active Listening?

- Listening with full attention
- Seeking to understand, not to judge
- Responding thoughtfully
- Showing empathy and respect

Active Listening vs. Passive Listening

- Passive listening: hearing without engagement
- Active listening: understanding and responding
- Focus on the student’s perspective
- Encourages open communication

The Role of the Academic

- Creates a safe space for dialogue
- Encourages students to express concerns
- Interprets verbal and non-verbal cues
- Builds trust through consistent listening

Key Elements of Active Listening

- Maintaining eye contact (when appropriate)
- Avoiding interruptions
- Asking open-ended questions
- Reflecting and summarising what is heard

Creating a Safe Feedback Environment

- Respectful and non-judgmental tone
- Confidentiality and professionalism
- Acceptance of different experiences
- Encouragement of honest feedback

Understanding Student Feedback

- Academic concerns
- Emotional or motivational challenges
- Uncertainty about expectations
- Difficulties with adaptation

From Listening to Feedback Loops

- Listen to student input
- Acknowledge what is shared
- Respond with clarity
- Follow up when needed

What Makes a Feedback Loop Effective?

- Timely responses
- Clear explanations
- Consistency in action
- Visibility of change or decision

Managing Difficult Conversations

- Stay calm and focused
- Validate feelings without promising solutions
- Set clear boundaries
- Know when to refer students for additional support

Active Listening in Diverse Classrooms

- Different communication styles
- Cultural sensitivity
- Language awareness
- Avoiding assumptions

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Benefits for Students

- Feeling respected and valued
- Increased trust in academics
- Greater engagement
- Reduced stress and confusion

Benefits for Academics

- Better understanding of student needs
- Fewer misunderstandings
- Stronger academic relationships
- More effective support strategies

Practical Tips for Academics

- Schedule regular check-ins
- Use reflective questions
- Summarise key points after discussions
- Encourage continuous dialogue

Thank you

Any Question?

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